

# Joey Chiao-Yin Hsiao

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## RESEARCH INTERESTS

My research interests are Human-Computer Interaction (HCI), Computer-Supported Cooperative Work (CSCW), and Social Computing. I employ qualitative and quantitative research methods to investigate socio-technical factors that affect newcomer's online trust in local exchange of items and services.

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## EDUCATION

University of Michigan

**Ph.D in Information**

Advisor: Dr. Tawanna R. Dillahun

Ann Arbor, MI, USA  
09/2015 – 04/2021 (anticipated)

National Taiwan University

**M.S. in Computer Science**

Advisor: Dr. Jane Yung-Jen Hsu

Taipei, Taiwan  
09/2010 – 06/2013

Carnegie Mellon University (Silicon Valley Campus)

**Visiting Student**

Advisor: Dr. Ted Selker

Moffett Field, CA, USA  
07/2012 – 09/2012

National Taiwan University

**B.S. in Computer Science**

Taipei, Taiwan  
09/2006 – 06/2010

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## PUBLICATIONS

### Peer-Reviewed Journal Articles

[J1] **Hsiao, J. C.-Y.** and Dillahun, T. R. (2018). [Technology to Support Immigrant Access to Social Capital and Adaptation to a New Country](#). *Proceedings of the ACM on Human-Computer Interaction*, Vol. 2, CSCW, Article 70. (acceptance rate: 25.6%).

### Peer-Reviewed Conference Proceeding Papers

[C6] Dillahun, T. R. and **Hsiao, J. C.-Y.** (2021). SkillsIdentifier: A Tool to Promote Career Identity and Self-efficacy Among Underrepresented Job Seekers. To appear in *Proc. of The Annual Hawaii International Conference on System Sciences (HICSS '21)*.

[C5] Dillahun, T. R. and **Hsiao, J. C.-Y.** (2020). Positive Feedback and Self-reflection: Features to Support Self-efficacy among Underrepresented Job Seekers. To appear in *Proc. of The ACM CHI Conference on Human Factors in Computing Systems 2020 (CHI '20)* (acceptance rate: 24.3%).

[C4] **Hsiao, J. C.-Y.**, Moser, C., Schoenebeck, S., and Dillahun, T. R. (2018). [The Role of Demographics, Trust, Computer Self-efficacy, and Ease of Use in the Sharing Economy](#). In *Proc. of the 1st ACM SIGCAS Conference on Computing and Sustainable Societies (COMPASS '18)*, Article 37 (Presenter).

[C3] **Hsiao, J. C.-Y.**, and Dillahun, T. R. (2017). [People-Nearby Applications: How Newcomers Move Their Relationships Offline and Develop Social and Cultural Capital](#). In *Proc. of the 2017 ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW '17)*, 26-40 (acceptance rate: 33%; Presenter).

[C2] Rajan, R., **Hsiao, J. C.-Y.**, Lahoti, D., and Selker, T. (2013). [“Roger that!” - The Value of Adding Social Feedback in Audio-mediated Communications](#). In *Proc. of IFIP TC.13 International Conference on Human-Computer Interaction 2013 (INTERACT '13)*, 471-488 (acceptance rate: 31%).

[C1] Tsai, W.-C., **Hsiao, J. C.-Y.**, Lee, H.-C., Huang, C.-H., Hu, J.-C., Liang, R.-H., and Hsu, Y.-J. (2013). [Designing a Reminiscence Aid in Personal Soundscape](#). In *Proc. of International Association of Societies of Design Research 2013 (IASDR '13)*, 5150-5160.

### Posters, Workshop Papers, and Presentations

[P8] **Hsiao, J. C.-Y.** (2019) [Fostering Immigrants' Trust in Online Local Social Exchange](#). Presented at *The 22nd ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '19)*, Doctoral Consortium (Presenter).

[P7] Haimson, O. L., Semaan, B., Dym, B., **Hsiao, J. C.-Y.**, Herron, D., and Moncur, W. (2019) [Life Transitions and Social Technologies: Research and Design for Times of Life Change](#). Workshop at *The 22nd ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW '19)*.

## Posters, Workshop Papers, and Presentations (Cont.)

- [P6] Hsiao, J. C.-Y., Dillahun, T. R. (2017) [Detecting Life Changes: Increasing Opportunities to Benefit from People-Nearby Applications](#). In Proc. of *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2017 (CHI EA '17)*, 1700 - 1707 (Presenter).
- [P5] Hsiao, J. C.-Y., Pan, M.-H., Wang, H.-C., and Hsu, Y.-J. (2015) Let's Solve It Together: Introducing Crowd Workers to Friendsourcing for Improving Creative Design. Presented at *The Taiwan Computer-Human Interaction Workshop 2015 (Tai-CHI '15)* (Presenter).
- [P4] Hsiao, J. C.-Y., Pan, M.-H., Wang, H.-C., and Hsu, Y.-J. (2015). [The Price of the Priceless: Understanding Estimated Costs of Work in Friendsourcing](#). In *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2015 (CHI EA '15)*, 1893-1898 (Presenter).
- [P3] Tsai, W.-C., Lee, H.-C., Hsiao, J. C.-Y., Liang, R.-H., and Hsu, Y.-J. (2013). [Framing Design of Reminiscence Aids with Transactive Memory Theory](#). In *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2013 (CHI EA '13)*, 331-336.
- [P2] Tsai, W.-C., Hsiao, J. C.-Y., Lee, H.-C., Huang, C.-H., and Hsu, Y.-J. (2012). In Search of Lost Sounds: Designing a Reminiscence Aid in Everyday Soundscape. Presented at *The ACM conference on Designing Interactive Systems 2012 (DIS '12)*.
- [P1] Hsiao, J. C.-Y., Jih, W.-R., and Hsu, Y.-J. (2012). [Recognizing Continuous Social Engagement Level in Dyadic Conversation by Using Turn-taking and Speech Emotion Patterns](#). Presented at *AAAI '12 Activity Context Representation Workshop (ACR '12)* (Presenter).

## Unpublished Theses and Research Reports

- [U3] Hsiao, J. C.-Y. (2018). Social Network Matters: Opportunities for Technologies to Support Immigrants' Jobseeking. *Field Prelim*, School of Information, Univ. of Michigan.
- [U2] Hsiao, J. C.-Y. (2017). Can People-Nearby Applications Benefit Newly-Arrived Immigrants? An Exploratory Study. *Pre-candidacy research paper*, School of Information, Univ. of Michigan.
- [U1] Hsiao, J. C.-Y. (2012). Assessing Engagement in Conversation by Hierarchically Decomposing Emotion and Interaction. *Master's Thesis*, Dept. of Computer Science and Information Engineering (CSIE), Natl. Taiwan Univ.

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## RECENT PROJECTS

### Designing Social Technologies to Support Newly Arrived Immigrants' Adaptation

#### Research Leader

Summer 2016 - Present

Exploring socio-technical factors that affect recent immigrants' engagement in using social applications to interact with ethnically mixed user communities, and designing technology interventions that address these factors.

### Designing Next-Generational Employment Tools for Underserved Job Seekers

#### Research Leader

Fall 2018 - Present

Designing, deploying, and investigating novel employment tools' influences on resource-constrained job seekers' job search.

### Exploring Information Needs Inspired by Email

#### Research Leader

Summer 2020

Exploring the information-seeking behaviors that are inspired by email content and contextual factors that associated with these information needs.

### Investigating Factors Influencing Participation in the Sharing Economy

#### Research Assistant

Fall 2017 - Spring 2018

Examining the effects of online trust, demographics, and digital literacy on people's participating in the digital sharing economy.

### Discovering People-Nearby Applications' Potential Benefits for People who Face Life Transitions

#### Research Leader

Fall 2015 - Spring 2016

Studying how people who are new to an area use people-nearby applications' (PNAs) to develop social capital and what are the concerns associated to their use.

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## HONOR

- Graham Sustainability Institute, University of Michigan  
**Dow Sustainability Doctoral Fellowship** 2020  
Ann Arbor, MI, USA  
Was granted \$15,000 for research on designing social technologies to support immigrants' adaptation and local communities' sustainability; Only ten UM doctoral candidates were granted with the fellowship.
- University of Michigan  
**Rackham Pre-candidate Research Grant** 2016  
Ann Arbor, MI, USA  
Was granted \$1,500 for conducting research on the project that explores immigrants' social technology use for adaptation.
- Dept. CSIE, Natl. Taiwan Univ.  
**Graduation Representative** 2012  
Taipei, Taiwan  
Was chosen as the recognized master's student for leadership and active participation in student affairs of the department

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## PROFESSIONAL EXPERIENCE

- UX Research & Consumer Insights Team, Verizon Media  
**Academic Research Collaborator** 09/2020 - Present  
Academic Collaboration Program, USA  
Extending the internship project by submitting the project results to academic conferences (Research Manager: Frank Bentley)
- Social Innovations Group, School of Information, Univ. of Michigan  
**Graduate Student Research Assistant** 09/2015 – present  
Ann Arbor, MI, USA  
Lead research projects of the Social Innovations Group (SIG), which are focused on designing technologies to help low-resourced populations seek employment and education (Advisor: Dr. Tawanna R. Dillahunt)
- UX Research & Consumer Insights Team, Verizon Media  
**UX Research Intern** 06/2020 - 08/2020  
Internship (Virtual), USA  
Led a project on exploring information needs inspired by email by conducting a two-week diary study and multiple online surveys (Research Manager: Frank Bentley)
- UX Team, Intel-NTU IoX Center  
**Research Assistant** 07/2014 – 07/2015  
Taipei, Taiwan  
Carried out research on user experience and natural user interface under smart environment as the only M.S. member in the team (Advisor: Dr. Bing-Yu Chen)
- Workshop Organizer** 03/2015 – 05/2015  
Organized the collaborative workshop on design thinking of Stanford d.school and National Taiwan University IoX Center
- Collaborative & Social Computing Lab, Dept. CS, Natl. Tsing-Hua Univ.  
**Visiting Research Assistant** 07/2014 – 07/2015  
Hsinchu, Taiwan  
Led a project on friendsourcing, aiming to understand how social capital works when a SNS user requests resources on her/his own social network (Advisor: Dr. Hao-Chuan Wang)
- Intelligent Agents Lab, Dept. CSIE, Natl. Taiwan Univ.  
**System Administrator** 03/2011 – 07/2013  
Taipei, Taiwan  
Managed devices and web services for 30+ lab members

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## PROFESSIONAL SERVICES

- Professional Events & Activities**
- ACM MobileHCI 2019* 09/2017 – 10/2019  
Student Volunteer Chair
- Taiwan CHI 2015* 01/2015 – 07/2015  
Organizing Committee
- OpenHCI Workshop 2014 (student-organized workshop on HCI in Taiwan)* 01/2014 – 07/2014  
Steering Committee
- OpenHCI Workshop 2013* 01/2013 – 07/2013  
Program Chair

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## PROFESSIONAL SERVICES (Cont.)

### Social Events & Activities

<i>OpenHCI Workshop 2011</i>	01/2011 – 07/2011
Registration and Volunteer Chair	
<i>Univ. of Michigan, School of Information</i>	08/2018 - 07/2019
Doctoral Committee - Student Representative	
<i>First Taiwan Night at CSCW</i>	2019
Organizing Committee	
<i>Annual Taiwan Night at CHI</i>	2015 - 2018
Organizing Committee	

### Mandatory Military Service

Taiwan

#### Company Chief Consultant (Second Lieutenant)

2013 – 2014

Handled psychological consulting, human resources management, and welfare of a military company with 40+ members

### Peer Reviewer

ACM CHI 2017 - 2020; ACM CSCW 2017, 2018, 2020; ACM MobileHCI 2018 & 2019; ACM TEI 2017

### Conference Student Volunteer

ACM CSCW 2018, 2019; ACM COMPASS 2018; ACM CHI 2017

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## TEACHING EXPERIENCE

### Teaching Assistant/Graduate Student Instructor

<i>School of Information, Univ. of Michigan</i>	Winter 2018
SI-622: Usability Testing	
Instructor: Prof. Joyojeet Pal	
<i>School of Information, Univ. of Michigan</i>	Fall 2017
SI-501: Contextual Inquiry	
Instructor: Prof. Kentaro Toyama	
<i>Dept. CSIE, Natl. Taiwan Univ. &amp;</i>	
<i>Dept. Design, Natl. Taiwan Univ. of Tech. and Sci.</i>	Spring 2013
Advanced Human-Computer Interface/User-Oriented Innovation Design	
Instructor: Prof. Hsien-Hui Tang & Prof. Mike Y. Chen	
<i>Dept. CSIE, Natl. Taiwan Univ.</i>	Fall 2011
Introduction to Computer Science	
Instructor: Prof. Jane Yung-Jen Hsu	

### Student Team Coach

<i>OpenHCI Workshop 2011</i>	07/2011
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## SPEAKING ENGAGEMENT

### Invited Speaker

School of Information, Univ. of Michigan  
12/2019

*SI699: Mastery User Experience Research and Design*

### Lightning Speaker

Univ. of Michigan  
10/2018

*iDEI: Talks at the Intersection of Information, Diversity, Equity & Inclusion*